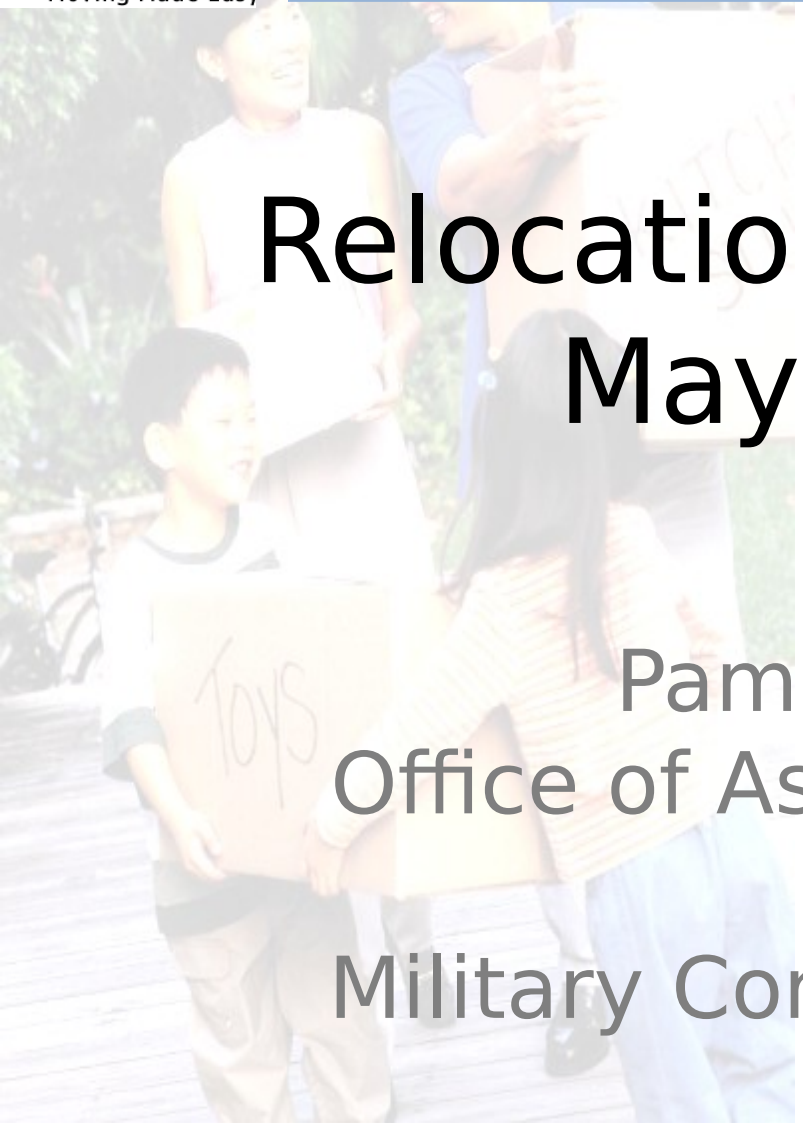
RELOCATION ASSISTANCE PROGRAM
Moving Made Easy

13th Annual Joint Services/Agency/ERC National Relocation Conference



Relocation 2011 Update
May 17, 2011

Pam Cunningham
Office of Assistant Secretary of Defense
Military Community and Family Policy

RELOCATION ASSISTANCE PROGRAM
Moving Made Easy

Mission

"To support, educate, and empower the mobile DoD force"

Vision

"To provide world class relocation services to all relocating DoD personnel and their families"

Core Values

- **Integrity**:
  - *We will treat all customers equally, with honesty and respect*

- **Commitment:**
  - *We will provide world class service to all of our families in a timely, focused fashion*

Core Values

- **Innovation:**
  - *We will go above and beyond in seeking creative solutions*

- **Credibility:**
  - *We remain committed to ongoing learning and professional development in our field*

Agenda

- MHF Applications
  - eSAT
  - MilitaryINSTALLATIONS
  - Plan My Move
  - oLEARN
  - Workshops
- DoD Instruction
- Communication Plan
- DoD Program Updates

Over the Past Year…

- Official eSAT Launch
- Deployed oLearning Application
- Launched Military OneSource moving redesign
- Provided one more Workshop Kit
- Developed marketing materials
- Completed strategic plan
- Communication plan still in progress

- Changes to the application
- Training tool
- Added drop-downs
  - Rank
  - Installation
  - Unit
- Sponsor's trained to date = 31,121
  - 9,947 in FY10 and 21,174 in FY 11

MHF Applications

- Update

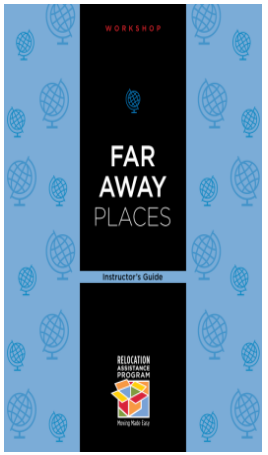
- Let the FY 11 numbers speak:
  - 1,507,393 Page Views to date for MI
  - 759,539 Page Views to date for PMM

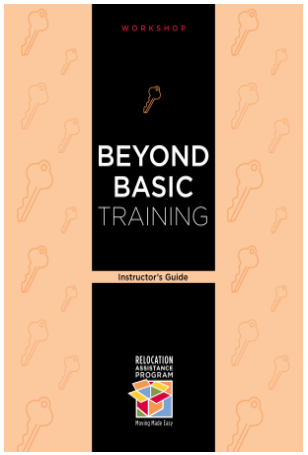
oLEARN

- Seven (7) modules available
  - Defense Installation Messaging System (DIMS)
  - Plan My Move (PMM)
  - MilitaryINSTALLATIONS (MI)
  - Electronic Sponsorship Application and Training (eSAT)- ***Revised***
  - Relocation Assistance Manager's Job
  - How to Conduct Briefings, Workshops, and Trainings
  - *Performance Management*

Workshops

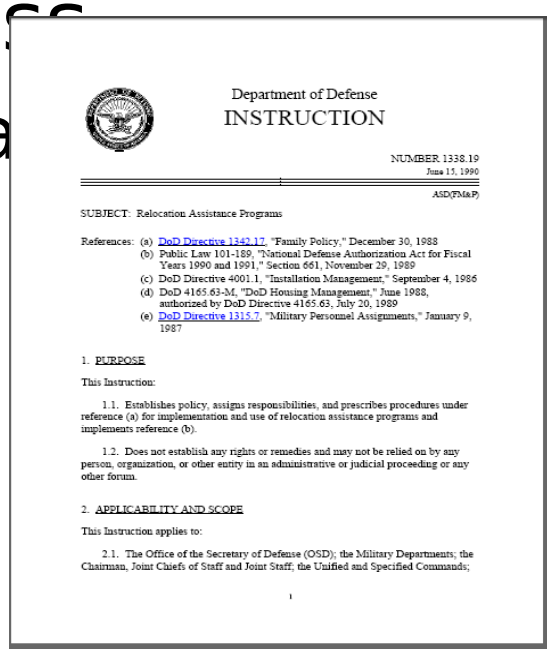
- Home Sweet Home
- Money Talk
- Far Away Places Workshop Kit
- Beyond Basic Training Workshop Kit





DoDI 1338.19 Relocation Assistance Programs

- Incorporated into DoDI 1342.22, Military Family Readiness
  - Information available via Computer Information System *(MI/PMM)*
  - Updates and Quarterly Certification mandated
  - Sponsorship training
- Coordination began late April 2011



Department of Defense
INSTRUCTION

NUMBER 1338.19
June 15, 1990

ASD(FM&P)

SUBJECT: Relocation Assistance Programs

References: (a) DoD Directive 1342.17, "Family Policy," December 30, 1988
(b) Public Law 101-189, "National Defense Authorization Act for Fiscal Years 1990 and 1991," Section 661, November 29, 1989
(c) DoD Directive 4001.1, "Installation Management," September 4, 1986
(d) DoD 4165.63-M, "DoD Housing Management," June 1988, authorized by DoD Directive 4165.63, July 20, 1989
(e) DoD Directive 1315.7, "Military Personnel Assignments," January 9, 1987

1. PURPOSE

This Instruction:

1.1. Establishes policy, assigns responsibilities, and prescribes procedures under reference (a) for implementation and use of relocation assistance programs and implements reference (b).

1.2. Does not establish any rights or remedies and may not be relied on by any person, organization, or other entity in an administrative or judicial proceeding or any other forum.

2. APPLICABILITY AND SCOPE

This Instruction applies to:

2.1. The Office of the Secretary of Defense (OSD); the Military Departments; the Chairman, Joint Chiefs of Staff and Joint Staff; the Unified and Specified Commands;

Relocation Strategic Plan

- Communication Plan
- Plan of Actions and Milesto
  - Develop "brand"
    - *Moving Made Easy*
  - Engage PAO – MC&FP
    - Facebook presence
    - eMagazine articles
    - Blogs
  - Made Progress – *Still Needs Work*

Ready. Set. Sponsor!
eSponsorship Application & Training (eSAT)
Ready. Set. Move!
Let us guide you to your next destination
RELOCATION ASSISTANCE PROGRAM

Military Community and Family Policy eMagazine

Children and Youth

- Over 800 child development facilities and 5,500 family child care homes at 300 military installations worldwide
- Child care expansion
  - Robust construction of new centers in FY 08 / 09
  - Partnerships with providers outside the gates
  - Strategic outreach to recruit and retain a robust workforce
- Developing national accreditation standards
- Currently revising DoD Instruction 6060.2, "Child Development Programs"(1993)

Exceptional Family Member Program

- FY 2010 NDAA, Section 563 mandated Office of Community Support for Military Families with Special Needs
  - Develop policy
  - Provide oversight of support to military families with special needs
- Military Services:
  - Develop community/family support programs
  - Provide appropriate numbers of case managers
  - Develop and oversee *Individualized Services Plans*
  - Expand assignment coordination - to and within the US

Exceptional Family Member Program

- Top Priorities
  - Publish DoD Instruction – *The Exceptional Family Member Program* -- on community support for military families with special needs and assignment coordination
  - Expand community support to all installations
  - Identify the availability and accessibility of services to families with special needs
  - Revise DoD Instruction 1342.12 – special education/early intervention
  - Develop and coordinate annual Reports to Congress

EFMP's New Products

- Revised DoD Special Needs Parent Tool Kit
- SCOR for Children
- SCOR for Adults
- Family Support Reference Guide
- DoD Adult Tool Kit (2012)
- Family Information Kits
- eLearning

Personal Finance

- Mission
  - Financial readiness = mission readiness
  - Implement effective policies and programs
- Policy
  - OSD Office of Family Policy/Child & Youth
  - Charged with the policy and oversight for this function
- Program

Personal Finance

- Collaborations
  - Other government agencies
  - Non-profit organizations
- Partnerships
  - Department of Treasury's Financial Literacy and Education Commission (FLEC)
  - Office of Servicemembers Affairs (OSMA)
  - Other government partners
- DoD Financial Readiness Campaign

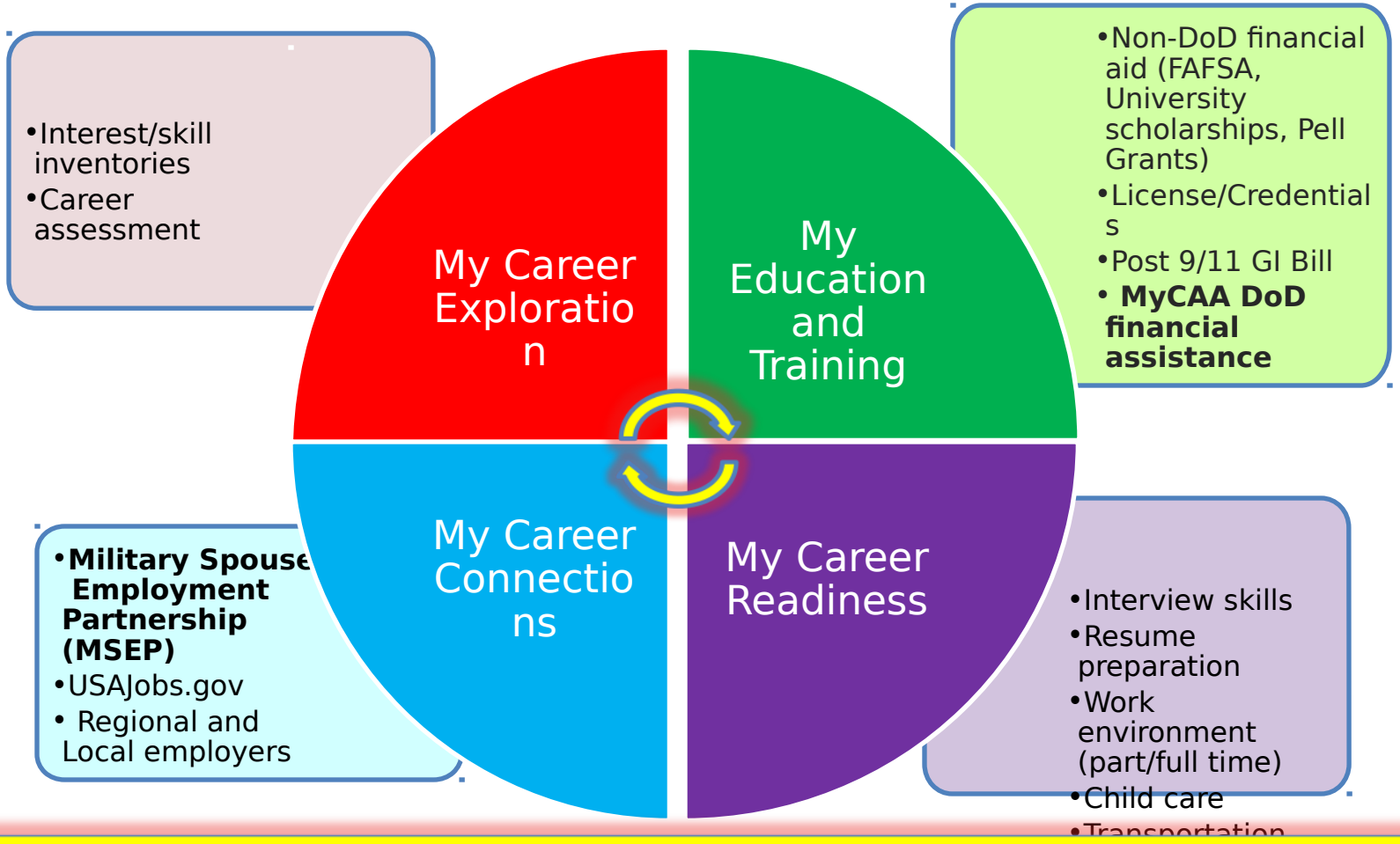
Military Spouse Education and Career Opportunities (SECO)

PREMISE: **To offer Education and Career Opportunities to all military spouses through a robust, comprehensive DoD program that supports their pursuit of portable careers and include:**

- Exploration/Discovery – Aligning career goals with workforce realities; choosing portable careers compatible with personal interests , skills, and aptitudes
- Education – Identifying and obtaining academic/training/licensening credentials and financial assistance (Federal, state, private) necessary to reach career goals. Includes the MyCAA Program (DoD funding)
- Readiness – Optimizing hiring and self-marketing skills such as resume writing and interview skills; assistance with preparing job search, resume writing, interview skills, locating child care, and overcoming barriers to portable careers and employment
- Connections – Linking motivated career markets with military spouses seeking employment ; helps Military Spouses connect to military friendly employers in the public and private sectors and get hired!

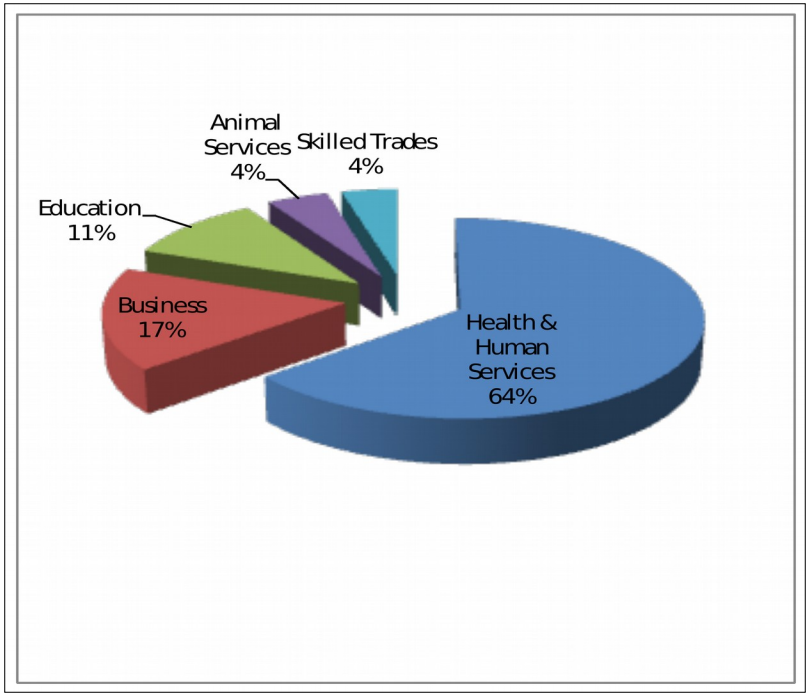
A holistic approach to meeting spouse career needs.

Military Spouse Career Center
Militaryonesource.com

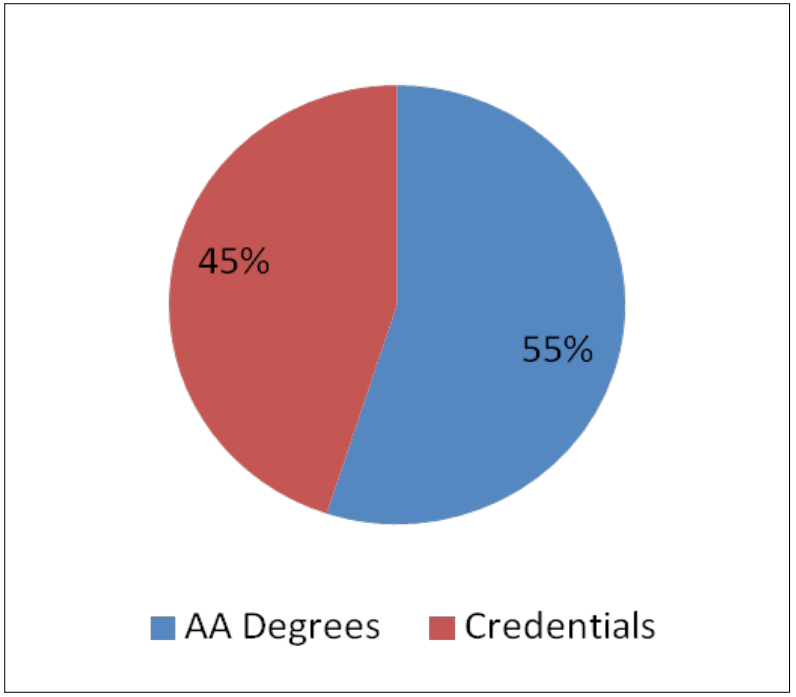


Entry at any Education or Career Level - Services are Spouse-Centric

MyCAA Utilization



Top 5 Career Fields Selected by MyCAA Spouses



MyCAA Funds used for Education or Credentials

Military Spouse Employment Partnership (MSEP

- **Leverages successful Army Spouse Employment Partnership for expansion to Navy,**
  Marine Corps, and Air Force spouses.
  - Over 102,000 Military Spouses have been hired since program inception in 2003
  - Links Fortune 500 PLUS companies and the Military Services to offer long-term career opportunities to military spouses
  - Provides corporate America direct access to America's skilled, talented, educated, and motivated military spouses
  - Provides military spouses options for financial security, career mobility, and tenured employment
  - MOU signing ceremony at US Chamber of Commerce – June 2011

- **MSEP Statement of Support** Jointly Signed by Corporate Partners and DoD Leaders
  - **MSEP Partner Organizations commitments**
    - Identify and promote career and employment opportunities for Military Spouses
    - Post job openings on MSEP web portal
    - Link Corporate Human Resource landing page to MSEP web portal to make the job application process easier
    - Offer transferrable, portable career opportunities to Military Spouse employees relocating due to PCS.
    - Participate in semi-annual MSEP meetings to continue program success

Military Spouses – The ***best choice*** for your next hire.

Joint Family Support Assistance Program

- Background
  - FY-07 NDAA, Sec. 675, required DoD to implement a Joint Family Support Assistance Program for families of members of the Armed Forces to provide:
    - Financial and material assistance
    - Mobile support services
    - Coordination of family assistance programs
- Resources

Joint Family Support Assistance Program

- JFSAP partners with military, state, and local resources to:
  - Assess needs
  - Identify resources & address gaps
  - Enhance/build community capacity
    - Facilitate an integrated service delivery system and a community of support and outreach for military families
  - Provide outreach to families to inform them about available resources

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Military OneSource

- Centralized Assistance Program
- Provided by DoD at no cost to active duty, Guard and Reserve (regardless of activation status) and their families
- Call Center
- Website
- Top five reasons for calling:

  Couples relationships *Stress Management*
  Depression *Family Relationships*
  Anger Management

Military OneSource

- Provides
  - Non-medical, short-term, solution focused counseling sessions
  - In-person and telephonic financial counseling
  - Spouse education and Career Advancement
  - Wounded Warrior Resource Center
  - Online educational materials
  - Health coaching
  - Translation Services

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Mission

"To support, educate, and empower the mobile DoD force"

THANK YOU
for being there
for our families!!